

# Meeting Processes Subject to **Change**

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Prepared for  
The Governance Institute Support Forum 2020

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HEALTH

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Let's Get Started

## Background

- Worked with **8** Presidents in healthcare and/or higher education
- Managed **100** board-related meetings a year
- Currently managing
  - **1** System Board
  - **6** Committees
  - **3** Subsidiary Boards
  - **10** Affiliate Entities
  - **6** Administrative professionals supporting the C-Suite

Photo Credit: Armando Diaz

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Let's Get Started

## Who's in The Room?

- Governance professional tenure?
- How many meetings per year?
- How many boards supporting?
- Which board portal platform?
- MS Suite or Google Suite?



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Let's Get Started

## Change is Constant

- Transition from one organization to another
- New technology
- Growth and/or crisis



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Responding to Change

## Just Pivot

- Changed meeting execution methods
- Adopted new technology to increase productivity
- Automated various workflows



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Meeting Calendars

**"If you don't know  
where you're going  
you'll end up  
someplace else."**

—Yogi Berra



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The Governance Institute Governance Support Forum – Virtual Event  
September 16, 2020

## Front Loading

- Automate actions
- Communicate meeting commitments
- Improve information exchange



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## Calendar Invites

Schedule Board and Committee meetings for the entire year:

- Outlook
- Google Calendar
- Board Portal



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Meeting Calendars

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## Invites by Group

**Group 1:** Board members • Presidents  
VP's • assistants

**Group 2:** IT • catering • security  
environmental services

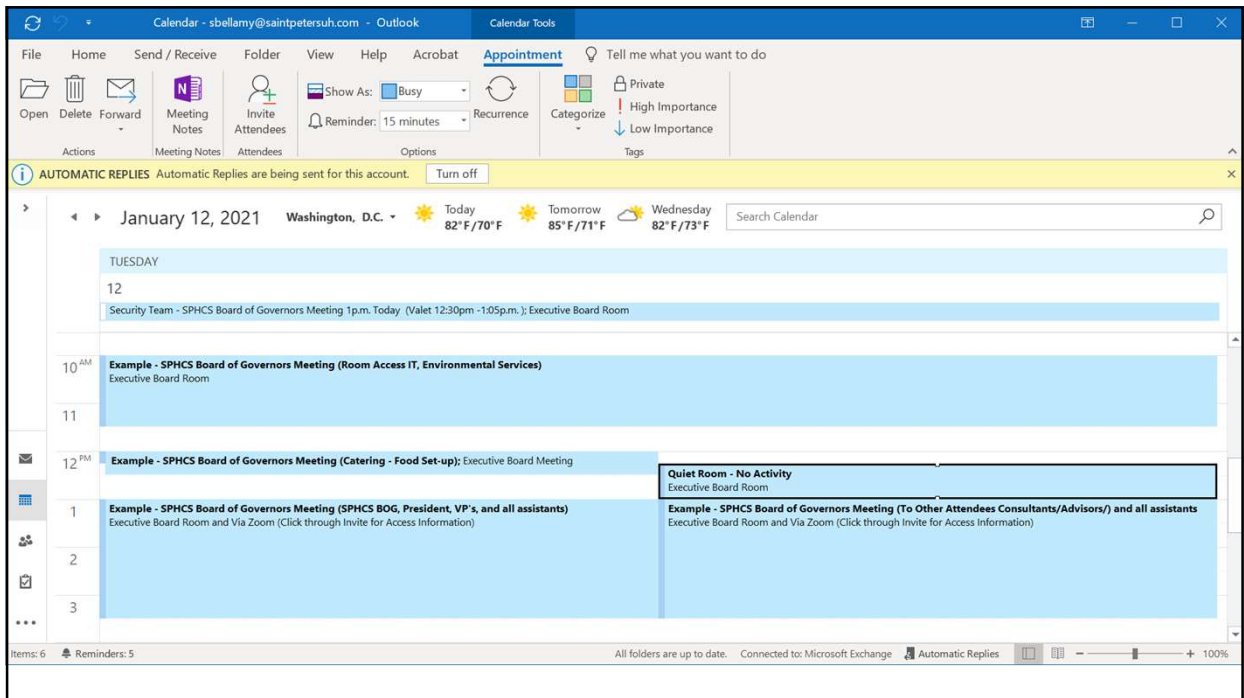
**Group 3:** consultants • advisors  
and assistants

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Separate Outlook invites for each group



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Calendar - sbellamy@saintpetersuh.com - Outlook

Appointment

File Home Send / Receive Folder View Help Acrobat Appointment Tell me what you want to do

Open Delete Forward Meeting Notes Meeting Notes Invite Attendees Show As: Busy Reminder: 15 minutes Recurrence Categorize Private High Importance Low Importance

AUTOMATIC REPLIES Automatic Replies are being sent for this account. Turn off

January 12, 2021 Washington, D.C. Today 82° F / 70° F Tomorrow 85° F / 71° F Wednesday 82° F / 73° F Search Calendar

TUESDAY  
12  
Security Team - SPHCS Board of Governors Meeting 1p.m. Today (Valet 12:30pm - 1:05p.m.); Executive Board Room

10 AM Example - SPHCS Board of Governors Meeting (Room Access IT, Environmental Services)  
Executive Board Room

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12 PM Example - SPHCS Board of Governors Meeting (Catering - Food Set-up); Executive Board Meeting

1 Example - SPHCS Board of Governors Meeting (SPHCS BOG, President, VP's, and all assistants)  
Executive Board Room and Via Zoom (Click through Invite for Access Information)

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Quiet Room - No Activity  
Executive Board Room

Example - SPHCS Board of Governors Meeting (To Other Attendees Consultants/Advisors) and all assistants  
Executive Board Room and Via Zoom (Click through Invite for Access Information)

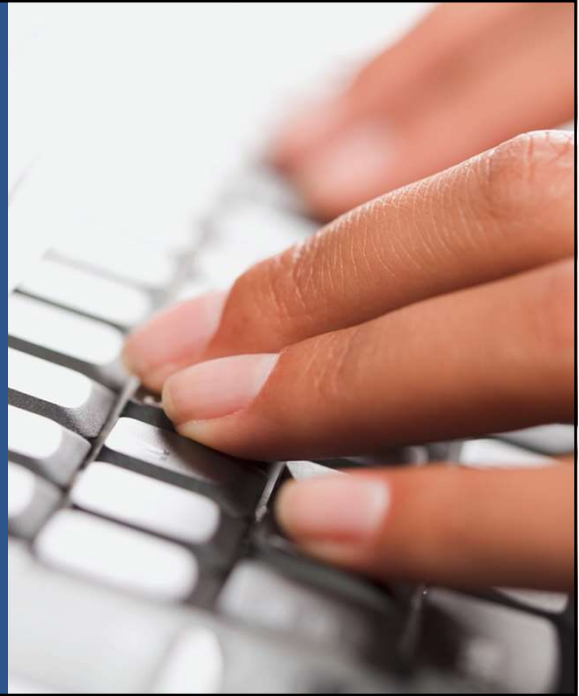
Items: 6 Reminders: 5 All folders are up to date. Connected to: Microsoft Exchange Automatic Replies 100%

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Meeting Information Exchange

## Committee Leads

Schedule information submission dates on the calendars of VP's, consultants, and assistants for an entire year in advance



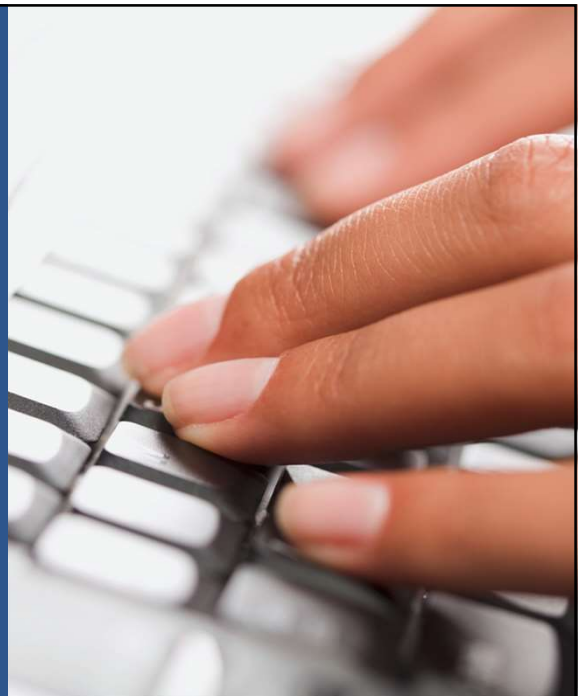
11

Meeting Information Exchange

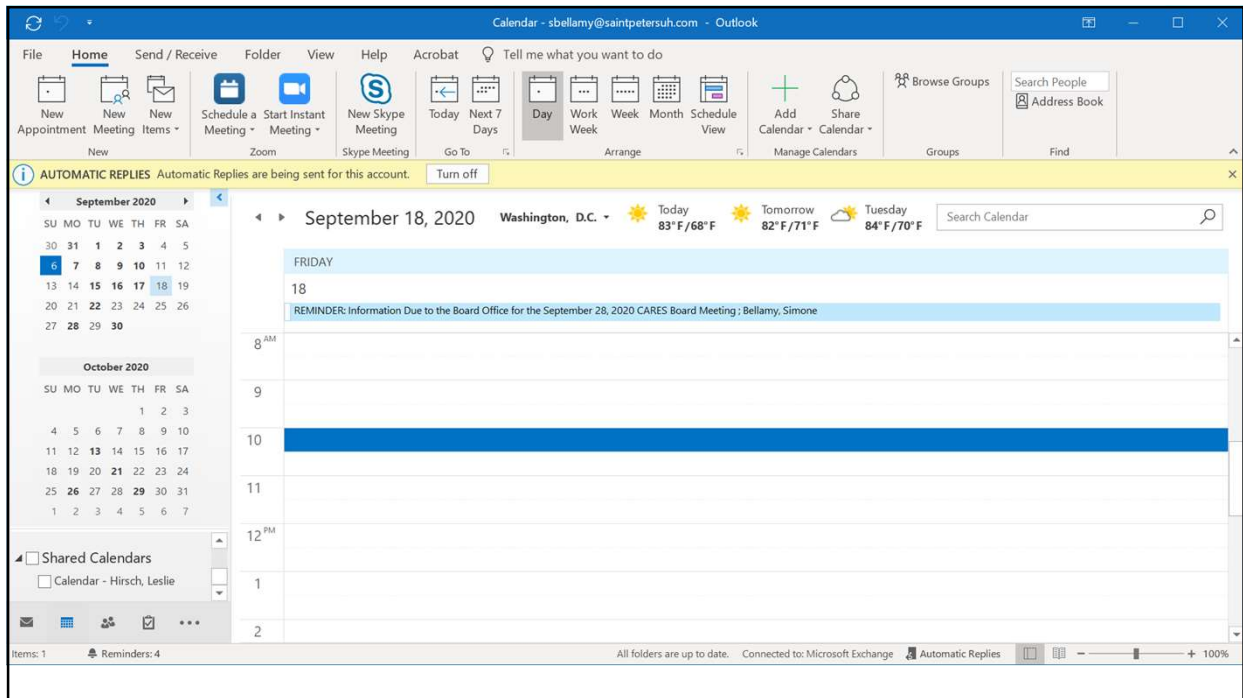
## Advanced Notifications

Board Meeting: **2.5 weeks**

Committee Meetings: **10 days**



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Meeting Reminders

# Email Templates

- Meeting Reminders
- Submission requests
- Birthday ecards

A QR code is located on the right side of the slide, which likely links to the email templates mentioned in the list.

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# Delayed Email

- Board and committee communications
- Birthday messages
- Trustee anniversaries



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# Style Guides

- Provide style guide standards and link to available tools
- Use standardized font style / size:
  - Body: **Arial 12pt**
  - Header: **Arial 14pt**
- Invest in Adobe Pro version to convert and modify files

## Typosgraphy

# Playfair Display is our primary typeface

Design © Chris Eggers Screeners, Available from [Creative Fabrica](#)

Playfair Display is well suited for titling and headlines. It has an extra large x-height and short descenders. It can be set with no leading if space is tight, for instance in news

headlines, or for stylistic effect in titles. Capitals are extra short, and only very slightly heavier than the lowercase characters.



### LOWERCASE

Originally one large case was used for each typeface, then "divided cases," pairs of cases for minuscules and majuscules, were introduced in the region of India's Belgium by case, England by 1684, and France before 1721. By convention, when the two cases were taken out of the storage rack, and placed on a rack on the compositor's desk,

Regular 1000

### UPPERCASE

THE CASE CONTAINING THE CAPITALS AND SMALL CAPITALS SHOULD BE KEPT AT AN ANGLE AT THE BACK OF THE DESK, WITH THE CASE FOR THE SMALL LETTERS, PUNCTUATION AND SPACES BEING MORE EASILY REACHED AT A SMALLER ANGLE BEHIND IT TO THE FRONT OF THE DESK, HENCE UPPER AND LOWER CASE.

Regular 1000

### Italic

Originally one large case was used for each typeface, then "divided cases," pairs of cases for minuscules and majuscules, were introduced in the region of India's Belgium by case, England by 1684, and France before 1721. By convention, when the two cases were taken out of the storage rack, and placed on a rack on the compositor's desk,

Italic 1000

### Bold Italic

The case containing the capitals and small capitals stand at a steeper angle at the back of the desk, with the case for the small letters, punctuation and spaces being more easily reached at a shallower angle behind it to the front of the desk, hence upper and lower case.

Bold Italic 2000

### CHARACTERS

?!(%)|#|@/€<>\$€£¥

### NUMERALS

1234567890


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Meeting Minutes

## Speech to Text

- Increased productivity
- Constant coverage
- Otter.ai (tool of choice)
- Zoom integration



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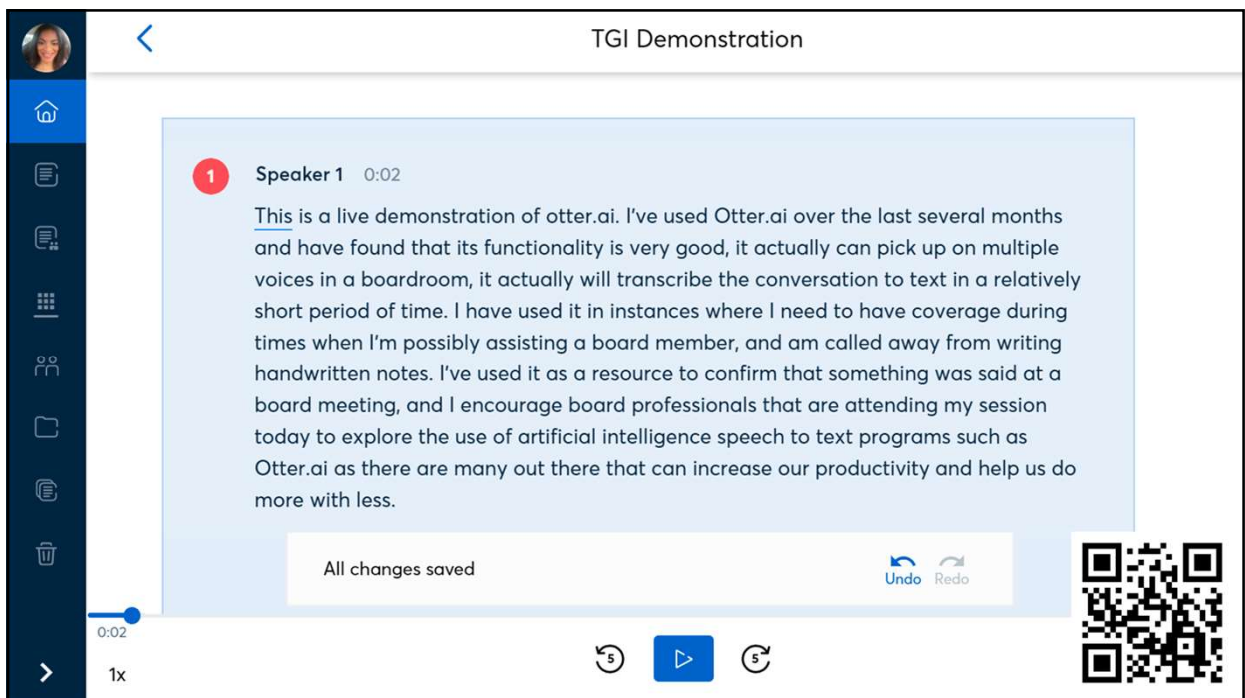
TGI Demonstration

1 Speaker 1 0:02

This is a live demonstration of otter.ai. I've used Otter.ai over the last several months and have found that its functionality is very good, it actually can pick up on multiple voices in a boardroom, it actually will transcribe the conversation to text in a relatively short period of time. I have used it in instances where I need to have coverage during times when I'm possibly assisting a board member, and am called away from writing handwritten notes. I've used it as a resource to confirm that something was said at a board meeting, and I encourage board professionals that are attending my session today to explore the use of artificial intelligence speech to text programs such as Otter.ai as there are many out there that can increase our productivity and help us do more with less.

All changes saved

Undo Redo

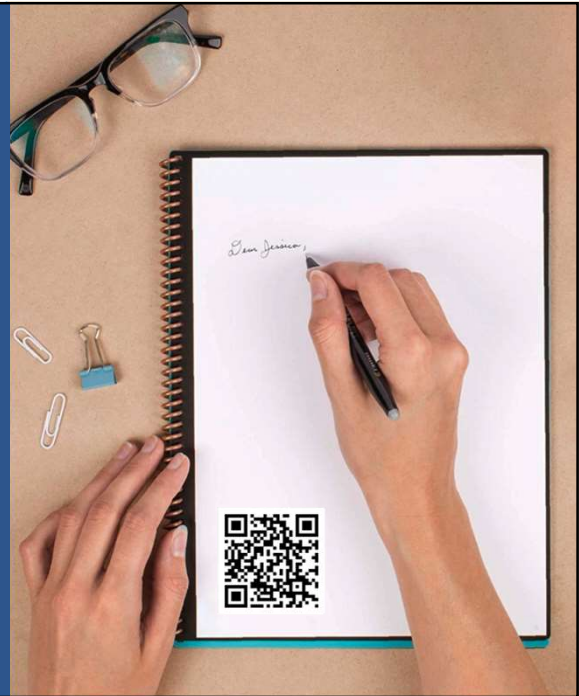


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Meeting Minutes

## Smart Notebook

- Rocketbook
- Cloud integration
- Retention
- Archival
- Reduce costs
- Reduce paper



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Member Experience

## Cloud App

- Create screenshots
- Annotate images & screenshots
- Create screen recordings



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## Arrival Windows

- Launch 25 minutes prior to start
- Resolve issues before start
- Provide 15 minute advance notice email

zoom



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## PDF Board Book

- In case of technical issues
- Attached to reminder email
- **Pro Tips:**
  - Single document
  - Bookmarks
  - Table of contents
  - Reduce file size



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Meeting Management

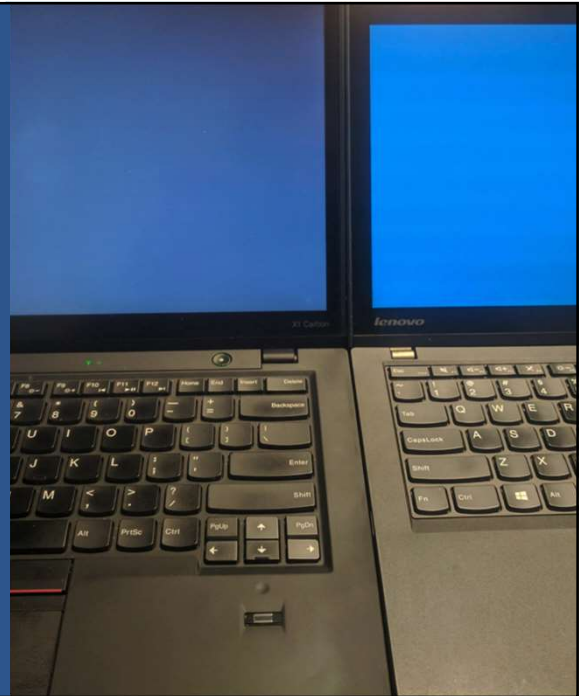
## Dual Laptops

### Laptop 1

- Entries & Departures
- Muting & Unmuting
- Chat & Hand raises

### Laptop 2

- Screen share
- Navigate slides



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**“Always in Motion  
the Future Is.”**

— Master YODA

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# Let's Connect

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